

REMARKS

Claims 1-20 have been cancelled. Claims 21-90 have been added.

1. As per claims 21, 39, and 57, Applicants submit that Notarius discloses the filling out of a web form by a user, not “displaying a survey builder portlet on the portal” as recited in claim 21, 39, and 57. For example, the cited paragraphs of Notarius disclose:

[0173] This layer represents the customers of the Channel Hub. It shows the customer types, how they access the application, and which tools they use. The customer types depicted indicate that a Business-to-Business (B2B) model is supported with variations to a Business-to-Consumer (B2C) model specific to orders in addition to a data warehouse. All customers use the application interactively through a web browser. This layer also represents partners such as business partners, payment processors for bills that are integrated as part of the total solution. This layer also illustrates how customers access the application, e.g., via a portal service, standard ISP service, or any other special arrangement.

[0282] Oracle Portal

[0296] Rate and Review Wines

[0782] Portlets

Notarius, paragraphs 0173, 0282, 0296, and 0782 (underline added).

Notarius further discloses:

[0291] This is the portal for Channel Hub employees that allow them to write reviews, run reports, setup unbranded items and administer promotions, billing setup and users.

[0297] 1. The user can fill out a web form that asks predefined questions to rate a wine product. The form also permits free-form text for a review of the wine product.

Notarius, paragraph 0291 and 0297 (underline added).

These paragraphs of Notarius discuss the Channel Hub layer of an internet based business system the users of which fill out a web form to rate a product. Conversely, the claim element is directed toward building a survey. More specifically, Notarius does not disclose “displaying a survey builder portlet on the portal” as recited in claims 21, 39, and 57.

As Notarius fails to disclose the displaying a survey builder portlet on the portal, Notarius cannot disclose “receiving information identifying the appearance and operation of a survey from the first user, the information identifying the appearance and operation of the survey being transmitted through the survey builder portlet by configuring a set of survey builder options” as recited in claims 21, 39, and 57.

As Notarius does not disclose elements of claims 21, 39, and 57, Notarius cannot be used to preclude patentability of claims 21, 39, and 57 under 35 U.S.C. § 102. Claims 22-38, 40-56, and 58-74 depend on claims 21, 39, and 57, respectively, and are patentable over Notarius for at least the same reasons.

2. As per claims 75, 89, and 90, Applicants submit that Notarius merely discloses customers *using* FAQ pages, not “displaying a FAQ builder portlet on the portal” as recited in claims 75, 89, and 90. For example, Notarius discloses:

[0657] 6. During off hours customers can get their questions answered through FAQ pages or they can choose to e-mail you.
Notarius, paragraph 0657 (underline added).

This paragraph of Notarius discloses a customer *getting their question answered through FAQ pages*. Notarius does not disclose “displaying a FAQ builder portlet on the portal” as recited in an claims 75, 89, and 90.

As Notarius fails to disclose the displaying a FAQ builder portlet on the portal, Notarius cannot disclose “receiving information identifying the appearance and operation of a FAQ from the first user, the information identifying the appearance and operation of the FAQ being transmitted through the FAQ builder portlet by configuring a set of FAQ builder options” as recited in claims 75, 89, and 90.

As Notarius does not disclose all the elements of claims 75, 89, and 90, Notarius cannot be used to preclude patentability of claims 75, 89, and 90 under 35 U.S.C § 102.

Claims 76-88 depend on claims 75, and as such are patentable over Notarius for at least the same reasons.

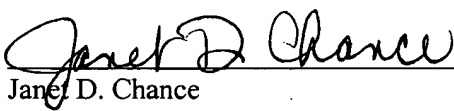
CONCLUSION

On the basis of the above remarks, reconsideration and allowance of the claims is believed to be warranted and such action is respectfully requested. If the Examiner has any questions or comments, the Examiner is respectfully requested to contact the undersigned at the number listed below.

Respectfully submitted,
Bingham McCutchen LLP

Dated: August 30, 2004

Three Embarcadero Center, Suite 1800
San Francisco, CA 94111-4067
Telephone: (650) 849-4904
Telefax: (650) 849-4800

By: 
Janet D. Chance
Reg. No. 55,048